

CASE NUM: 22-10964 (MG)  
Debtor(s): Celsius Network LLC

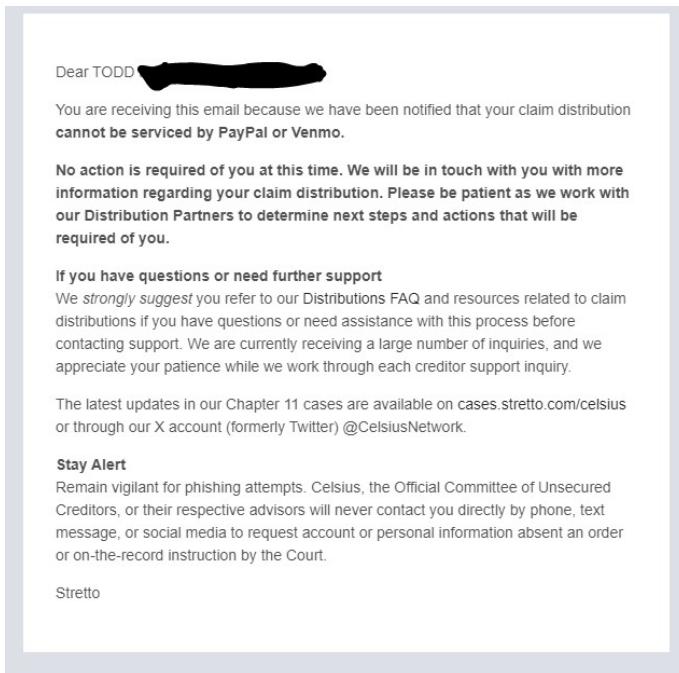
My name is Todd Canfield and I have a distribution awarded to me but have been unsuccessfully in claiming my crypto off PayPal. I am getting an error message that says that they are unable to redeem the claim code and to contact Stretto.

I created a ticket for assistance, but have only received an email that said they will get to me shortly. They suggested that I go through the process of re-registering KYC on PayPal.

I have followed all their instructions but still am not successful in claiming my funds.

I am asking for assistance to get this resolved.

Emails from Stretto:



The screenshot shows an email from Celsius Distribution (celsiusd...@celsiusdistribution.com) dated Mar 7, 3:15 PM (5 days ago). The subject is "to me". The email body starts with "Hello," and expresses gratitude for contacting Stretto support. It states that PayPal and Venmo are actively working on Celsius claims distributions. The user is informed that there are a few reasons why they might be receiving an error at PayPal or Venmo, and is asked to review the following troubleshooting tips:

- **Confirm the Claim Code and your Date of Birth were entered into the form correctly.** Check for errant spaces or characters when adding your information into the form.
- **Ensure you are using the latest version of the mobile application.** If you are using the mobile app, please make sure you are using the latest version.
- **Do not try to bounce between PayPal and Venmo platforms.** If you attempt to collect your claim on PayPal or Venmo, an error may occur when you attempt to claim your code on the other platform. This is true regardless of whether you are attempting one or more claim codes.

For other error messages, PayPal suggests trying the following troubleshooting tips:

- **Retrigger the KYC process for enabling crypto on your account.** If your account is missing information, you can trigger the verification process by clicking on "Buy" under the Crypto section of PayPal (under Finances) or Venmo. *Note: you do not need to purchase crypto to complete this process.* The KYC validation process may take up to 48 hours to be completed.
- **If you are using PayPal, ensure your tax information is correct.** If your account is missing information, you may need to add or update your tax information. You can review your PayPal account by clicking here: [Review in your account](#).
- **Confirm your Date of Birth is correct.** If your Date of Birth is incorrect, this will impact your ability to move forward. Your date of birth must be correct in both Celsius and PayPal or Venmo when you attempt to redeem your claim code.

**If for any reason PayPal or Venmo cannot service your claim, you will be notified that your distribution "cannot be serviced through PayPal or Venmo".**

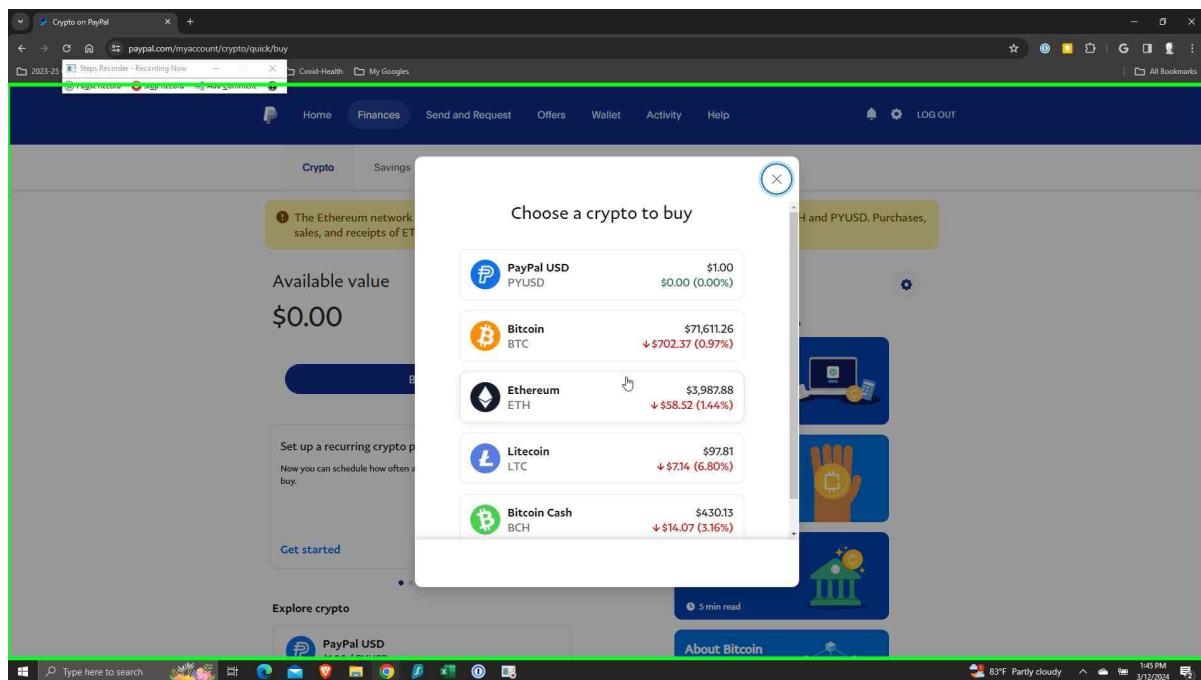
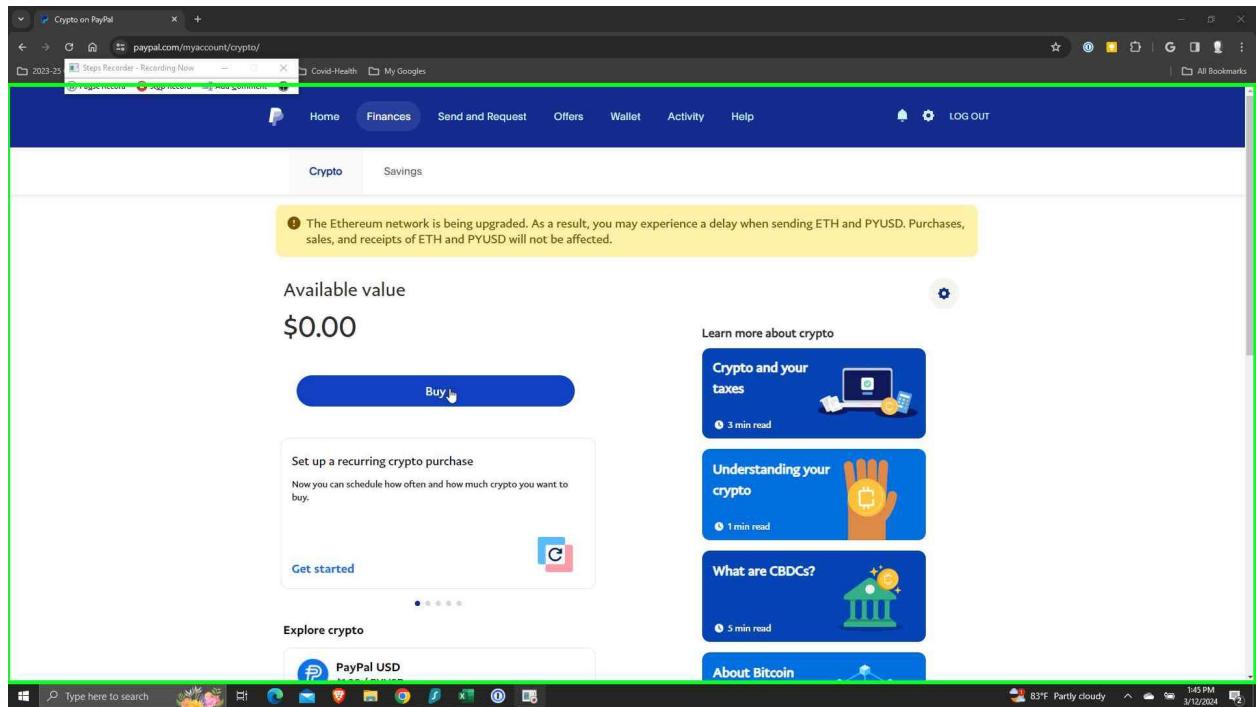
We strongly suggest you [continue to review the Distributions FAQ](#), as we are

The screenshot shows an email from Celsius Distribution (celsiusd...@celsiusdistribution.com) dated Mar 7, 2024, 12:29 PM (5 days ago). The subject is "to me". The email body starts with "Thank you for your inquiry" and expresses gratitude for the user's request. It states that the user should refer to the [Distributions FAQ](#) if they have questions or need further assistance. The email then provides several pieces of information:

- Stay Alert**: Remains vigilant for phishing attempts. Celsius, the Official Committee of Unsecured Creditors, or their respective advisors will never contact you directly by phone, text message, or social media to request account or personal information absent an order or on-the-record instruction by the Court.
- Reminder: The Celsius mobile & web apps are shutting down**: Celsius will wind-down its operations, including discontinuing the Celsius mobile and web apps. Beginning on, or around, February 28, 2024, the Celsius app will no longer be available on iOS or Android devices, nor on the web. Access to the Celsius platform and the records it contains will therefore only be available for a limited period of time.
- The latest updates on our Chapter 11 cases are available on [cases.stretto.com/celsius](#) or through Celsius' X account (formerly Twitter) @CelsiusNetwork.**

The right side of the screen shows a preview of a Medium article titled "I received an error while attempting to collect my claim at PayPal or Venmo, what should I do?". The article lists the same troubleshooting tips as the email, including confirming the claim code and date of birth, ensuring the latest app version, and retrigging the KYC process.

Following the process to re-register with KYC:



Still unsuccessful in redeeming my claim codes:

The image contains two side-by-side screenshots illustrating the process of attempting to redeem Celsius crypto claim codes through PayPal.

**Screenshot 1 (Top): ETH Claim**

This screenshot shows an email from "Stretto Celsius Network" to "TODD [REDACTED]" regarding an ETH claim. The email states: "You have a Celsius Claim in ETH available at PayPal or Venmo". It includes a table with claim information:

Claim Code*	[REDACTED]
Claim Distribution Type	ETH
Claim Distribution Amount	16.093692339945676478

Below the table, it says: "Each cryptocurrency asset you are entitled to as part of your claim distribution will have a unique claim code. This email includes information for one (1) claim code. If you are eligible to receive both BTC and ETH, you will receive separate emails with claim information for each asset."

**Screenshot 2 (Bottom): BTC Claim**

This screenshot shows an email from "Stretto Celsius Network" to "TODD [REDACTED]" regarding a BTC claim. The email states: "You have a Celsius Claim in BTC available at PayPal or Venmo". It includes a table with claim information:

Claim Code*	[REDACTED]
Claim Distribution Type	BTC
Claim Distribution Amount	1.07695328

Below the table, it says: "Each cryptocurrency asset you are entitled to as part of your claim distribution will have a unique claim code. This email includes information for one (1) claim code. If you are eligible to receive both BTC and ETH, you will receive separate emails with claim information for each asset."

**Redemption Interface (Right)**

Both screenshots show a redacted claim code in the "Claim code" field of a redemption interface. A warning message below the field states: "⚠️ We're unable to redeem that code. Contact Stretto for more information." The interface also includes fields for "Date of birth" (MMDDYYYY), a "Distribution terms apply" link, a "Keep your crypto in PayPal" section with a "Protection" icon and note about reimbursement, and a "Redeem Celsius Claim" button.